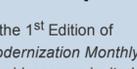


WHAT'S IN THIS EDITION?

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- YOU ASK, WE ANSWER
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- PUZZLE PALOOZA



Change Champion Network Update

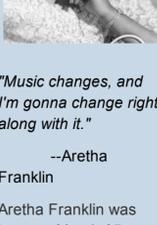
In the 1st Edition of *Modernization Monthly*, Providers were invited to join the Change Champion Network. The network will allow Providers the opportunity to experience the new system before it goes live, serve as a resource to fellow Providers, and provide valuable feedback to TDHS.

We are excited to announce that the 1st Meeting of the Change Champion Network is scheduled for Tuesday, June 15th. At the meeting, we will be discussing the responsibilities of the Change Champion Network and demo a preview of the new system.

If you have yet to apply to the Change Champion Network and are interested, we will be accepting applications through Friday, June, 11th. [Simply click here to apply.](#) We will get back to you with next steps thereafter. **To join the CCN, we ask that you be willing to commit to the following:**

1. You can attend five one-hour meetings over the coming months
2. You are willing to serve as a resource to fellow Child Care Providers in Tennessee as the new system is launched
3. You generally embrace change
4. You can provide candid feedback

June's Champion of Change



"Music changes, and I'm gonna change right along with it."

--Aretha Franklin

Aretha Franklin was born on March 25, 1942, in Memphis, TN. Aretha's father, Clarence, was a pastor, and her mother, Barbara, was a piano player and singer. Between ages two and six, Aretha moved often, relocating from Memphis to Buffalo, to Detroit. At age six, her parents separated, and she stayed with her father in Detroit. At age ten, Aretha's mother passed away.

Shortly after her mother's passing, Aretha became interested in music. Largely self-taught, she began singing at her father's church. By age 14, Aretha released her first album. From there, Aretha never stopped singing.

In total, Aretha won 18 Grammys, was the first woman inducted into the Rock and Roll Hall of Fame, and was awarded the Presidential Medal of Freedom. Despite many challenges growing up, Aretha accomplished so much and inspired so many. For that, she is our June Champion of Change.

Summer is Here!

As we move past Memorial Day and head towards July 4th, it's official: summer is here! With the summer comes good weather, visits to beaches, lakes, and pools, BBQs with friends, and, soon enough, fireworks. Likewise, our project continues to push ahead with exciting things to come. In just a few days, we will be kicking off our Change Champion Network. Thereafter, we will begin preparing for our Pilot Program to test the new system, and later, townhalls to showcase the modernized Child Care technology system across the State. In the meantime, though, enjoy your summer; go for a hike in the Great Smoky Mountains; swim in Fall Creek Falls State Park; enjoy a laidback weekend afternoon in your backyard; and most importantly, keep an eye out for the great things to come on our modernization project!

Sincerely,
Child Care Services Leadership

Project Highlights

As TDHS continues its efforts to modernize its Child Care technology system, there will be numerous opportunities for Providers to be involved and give feedback.

First, TDHS will be launching a training needs assessment survey later this month to gain a deeper understanding of the training you will need to quickly adapt to the new technology system.

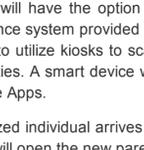
Second, TDHS will be hosting a Change Champion Network (CCN) over the coming months. This network will allow Providers to see the new technology system before it goes live, test out system features, provide feedback on the new system, and serve as a resource to fellow Providers.

Third, TDHS will be running a pilot program of the new technology system. To facilitate a successful release of the new technology system statewide, TDHS will be operating a pilot program across three counties. Providers in these counties will get an early look at the new system.

Fourth, TDHS will be hosting virtual townhalls for Providers across Tennessee to get a better understanding of the new technology system, how it will help Providers with common processes, and how they can obtain help using the new system if needed.

Lastly, TDHS will be providing extensive training and other support once the new technology system is released. Be on the lookout for these scheduled trainings towards the end of 2021.

Functional Spotlight:



Mobile App

TDHS is in the process of creating two mobile applications to allow for the seamless checking-in and out of children from your facilities: one for parents / guardians / authorized individuals and one for Providers. Under this new system, Providers will have the option to utilize a new online Time & Attendance system provided by TDHS. This system will allow you to utilize kiosks to scan in / out the children from your facilities. A smart device will be required to utilize the new Mobile Apps.

When a parent / guardian / authorized individual arrives to drop off or pick up their child, they will open the new parent / guardian / authorized individual Mobile App that contains a personalized barcode or enter a personalized PIN on the Provider kiosk. The Provider will open a Provider Mobile App on their kiosk. Using the kiosk, parents / guardians / authorized individuals will scan their barcode or enter their PIN; the system will then automatically capture and store:

- Who checked a child in or out
- When this check-in / out occurred
- The number of hours the child was present at the facility

This data will be stored and accessible to parents/guardians, authorized individuals, and Provider staff. Additionally, electronic attendance verifications (EAVs) for children that are a part of the Certificate Program can be submitted to TDHS for payment directly through the new system.



Note: All of the system images shown in this newsletter are meant as a representation of how the system might appear.

You Ask, We Answer



Listed below are some of the questions we received from Providers following the publication of the first edition of *Modernization Monthly*. If you have a question, we'd be happy to answer it! Just click the link below to send us an email and we may feature it in an upcoming Newsletter!

[Send us a question by clicking here!](#)

Recent Provider Questions:

1. We struggle to log accurate time and attendance data, as often different parents, grandparents, and other guardians will drop off and pick up children. How will this new Time & Attendance system help us log which individual signed in or out a specific child?

Answer: Each parent / guardian / authorized individual of a child registered in the Time & Attendance system can obtain a unique QR code or PIN that will allow them to check-in / out that child. At the time the child is enrolled within the new Time & Attendance system, authorized individuals will be sent email instructions to set the unique PIN or access their QR code, which will be the PIN used for the Child Care Provider facility check-in / out process. PINs can be updated as desired through the new Mobile App and additional individuals can be designated as additional heads of the households to allow them to create their own PINs for use as well.

2. Is the Time & Attendance system available only for children enrolled in the Certificate Program, or also private-pay children?

Answer: The new Time & Attendance system will allow you to record information for both children participating in the Certificate program and those that do not.

Leadership Update



Teresa Ingram
Child Care Director

Short Bio: I grew up in Johnson County and went to college in Greene County where I have lived since 1989. Growing up in an impoverished community, I always knew that I wanted to do something that would positively impact families in Tennessee. Initially, I believed that a career in Education was my future, but in 1998, I began my career with Human Services and have not looked back. I have been with the Child Care Services team for a little over 2 years and am a strong believer in the mission and vision of the department. It is that belief that has kept me motivated and focused on continuous improvement during these unique times.

Book you are currently reading or podcast you are currently listening to: The Self-Care Prescription: Powerful Strategies to Manage Stress, Reduce Anxiety, and Increase Wellbeing, by Robyn Gobin.

Favorite Movie of All-Time: Shawshank Redemption

Favorite place to visit in Tennessee: Cades Cove

Reason you are most excited for this project: I am most excited about the Child Care Modernization Project because it will serve as a valuable resource to Providers and families across Tennessee. The payment system we are creating is designed to better support Providers as they focus on caring for children. It will help the TDHS Child Care Services Team ensure that payments are accurate and more timely, make valuable information available to the Provider and authorized individual any time of the day from their mobile device or personal computer, and allow child care staff more time to work on eligibility and provide support to the families that we serve.

Puzzle Palooza

Fill in the blank:

1. Using the new Mobile App, parents / guardians / authorized individuals can use a QR code or a _____ to check in / out their children.
2. TDHS will be running a Change _____ Network for Providers over the coming months.
3. Additional users can be given access to the new Mobile App by being designated as Heads of _____.
4. TDHS will be operating a _____ Program across three counties in Tennessee to test the new technology system.
5. Aretha Franklin was born in _____, Tennessee.

Answers can be found at the end of the Newsletter

Answers to Fill in the Blank:
1. PIN 2. Champion 3. Household 4. Pilot 5. Memphis